Thank You for Choosing Us!

You Deserve Nothing Less Than Sierra Pacific

You probably already know about the superb quality and distinctive designs of Sierra Pacific Windows and Patio Doors. We have all the styles, features and innovation you could ask for. With a complete array of design options, our products will enhance any décor, and make any home brighter, more inviting, and more comfortable.

For many years, Sierra Pacific was the hottest brand in the West. Now, we’re one of the largest and best window companies in the world. We have more than 600 dealers, distributors and company stores nationwide, and sales in 35 countries around the world.

But our most important customer is you.
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Limited Warranty

SPW warrants that the coating on the metal cladding in Light Commercial Products will be free from cracking, checking, or adhesion loss (peeling), that materially unacceptable chalking will not occur, and that there will be no loss of color (fading) or change in color in excess of five (5) Delta E units based on a color change of more than five (5) Delta E units in accordance with ASTM D4214 standards. The warranty period is twenty (20) years from the original date of manufacture of such Light Commercial Product.

I. LIMITATIONS, EXCLUSIONS AND DETAILS OF LIMITED WARRANTY

A. Commercial Products

1. This Limited Warranty does not apply to Commercial Products as set forth in this Agreement, including but not limited to those that have been subjected to conditions of use outside the normal range and restrictions (such as higher levels of atmospheric pollution, commercial or industrial environments, etc.), or that have been subjected to extreme conditions not specifically addressed within this Agreement.

2. This Limited Warranty is limited only to the Commercial Product and does not apply to any other products or services provided by SPW. SPW disclaims all liability with respect thereto. All risks related to building components, systems, such as barrier wall systems, unless moisture management within the wall system is performed in accordance with accepted construction practices or applicable building codes; or the use of SPW products in accordance with the SPW Guides; or the use of SPW products in applications or conditions exceeding their intended use, design or defects in construction; or the use of unauthorized replacement components; or the use of unauthorized replacement products manufactured according to specifications supplied by the SPW; or the installation of the Original Light Commercial Product or Component shall continue to apply.

B. Light Commercial Product

3. The Original Light Commercial Product shall continue to apply.

4. The Original Light Commercial Product shall continue to apply.

C. Light Commercial Product

5. The Original Light Commercial Product shall continue to apply.

D. Light Commercial Product

6. The Original Light Commercial Product shall continue to apply.

II. LIMITATIONS, EXCLUSIONS AND DETAILS OF LIMITED WARRANTY

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Limited Warranty

Light Commercial Product is installed, for the remaining warranty period of such eligible products. For products sold in "as-is" condition, as a sample or open box products from defects in workmanship or materials for a period of five (5) years from the date of manufacture of such Light Commercial Product.

Five (5) Year Limited Warranty for Anodized Finishes. Except as otherwise expressly provided herein, SPW makes no warranty with respect to the appearance of any anodized surface. For anodized surfaces, any discoloration, fading, or change in color in excess of five (5) Delta E units measured per ASTM D4214 or any delaminating, blistering, flaking, chalking or cracking of a Light Commercial Product or that do not materially affect normal vision or performance per the guidelines set forth in the SPW Guide(s) shall be the sole responsibility of the owner. SPW makes no warranty with respect to the amount or percentage of argon remaining in dual insulated glass products manufactured without capillary tubes and treated as if it is entirely air filled. SPW provides no warranty with respect to the initial fill rate of inert gas.

Ten (10) Year Limited Warranty: FeelSafe™ and Laminated Glass. Except as otherwise expressly provided herein, SPW makes no warranty with respect to the amount or percentage of argon remaining in dual insulated glass products manufactured with a capillary tube system. It is the owner's responsibility to monitor and maintain the initial fill rate of inert gas in a dual insulated glass product's lifetime.

Improper painting, staining, or field finishing maintenance of wood components, or installation of metal on insulating finish systems using stucco, synthetic stucco, or other materials, except the finish is provided by SPW, unless the finish is provided by SPW and is expressly noted in the SPW Guide(s) that it is applicable to such Light Commercial Product.

Wood/Clad Light Commercial Products made at an altitude higher than recommended by SPW and water infiltration or constant water contact, such as a shower or in the path of sprinkler water; or that do not materially affect normal vision or performance per the guidelines set forth in the SPW Guide(s) shall be the sole responsibility of the owner.

Any alleged construction defect, including any claims brought under Civil Code Section 895 or any other California state law, shall be the sole responsibility of the owner of a Light Commercial Product manufactured prior to May 13, 1999.

SPW disclaims any and all warranties, express or implied, with respect to the amount or percentage of argon remaining in dual insulated glass products manufactured without capillary tubes and treated as if it is entirely air filled.

Any Light Commercial Product installed at an altitude lower than recommended by SPW or that do not materially affect normal vision or performance per the guidelines set forth in the SPW Guide(s) shall be the sole responsibility of the owner.

Any Light Commercial Product manufactured prior to May 13, 1999,

IV. DISPUTE RESOLUTION

A. SPW and the owner of a Light Commercial Product agree to submit to binding arbitration any dispute or claim of any kind or amount arising out of the sale of windows, doors, and associated products or services sold for installation by SPW, whether or not the contract between SPW and the owner is in writing.

B. Any dispute shall be decided by SPW in its sole discretion, for a period of two (2) years from the date of manufacture of such Light Commercial Product.

C. Any dispute shall be decided by SPW in its sole discretion, for a period of two (2) years from the date of manufacture of such Light Commercial Product.

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Y. Any dispute shall be decided by SPW in its sole discretion, for a period of two (2) years from the date of manufacture of such Light Commercial Product.

Z. Any dispute shall be decided by SPW in its sole discretion, for a period of two (2) years from the date of manufacture of such Light Commercial Product.
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Light Commercial building unit in the United States or Canada in a good and workmanlike conditions set forth herein, Light Commercial products eligible for coverage under Two (2) Year Limited Warranty: Interior Finish based on ASTM D2244, each of which materially and adversely affects the appearance of

1. Door warpage of less than 1/4" as measured across the diagonals for doors up to 1.2m in height. For doors over 1.2m in height, the allowable warpage shall be 1/32" per foot of door height.
2. Minute fracturing or surface mars in finishes occurring during the fabrication and installation phases of the Light Commercial Product;
3. Paint defects arising from workmanship, including: a) flaking or peeling paint; b) discoloration; c) fading; d) paint loss; e) loss of color; or f) any other defect in finishes occurring during the fabrication and installation phases of the Light Commercial Product;
4. Glass delamination from defects in workmanship or materials for a period of ten (10) years from the original date of manufacture of such Light Commercial Product;
5. Glass defects arising from workmanship, including: a) glass breakage; b) cracks; c) chips; d) holes; or e) any other defect in glass occurring during the fabrication and installation phases of the Light Commercial Product;
6. Minute defects in finishes occurring during the fabrication and installation phases of the Light Commercial Product; and
7. Damage to a Light Commercial Product resulting from any reason other than a natural disaster, including, but not limited to, acts of God, including, but not limited to, storms, floods, earthquakes, and other natural disasters.

EXCEPT AS PROVIDED HEREIN, SPW'S RESPONSIBILITY FOR THE LIGHT COMMERCIAL PRODUCTS IS LIMITED TO THE REPLACEMENT OF THE LIGHT COMMERCIAL PRODUCTS OR THEIR REPAIR.

I. Pre-Approval Requirements

A. All decorative glass Light Commercial Products, whether or not delivered from SPW's factory, shall be designed and installed in compliance with any and all applicable codes and standards. All decorative glass Light Commercial Products shall be pre-approved by SPW in writing before the order is accepted.
B. All decorative glass Light Commercial Products shall be pre-approved by SPW in writing before the order is accepted and shall be designed and installed in compliance with any and all applicable codes and standards.
C. All decorative glass Light Commercial Products shall be pre-approved by SPW in writing before the order is accepted and shall be designed and installed in compliance with any and all applicable codes and standards.
D. All decorative glass Light Commercial Products shall be pre-approved by SPW in writing before the order is accepted and shall be designed and installed in compliance with any and all applicable codes and standards.
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H. All decorative glass Light Commercial Products shall be pre-approved by SPW in writing before the order is accepted and shall be designed and installed in compliance with any and all applicable codes and standards.
I. Any other defects or failures occurring in the Light Commercial Products, which are the result of a natural disaster, including, but not limited to, acts of God, including, but not limited to, storms, floods, earthquakes, and other natural disasters.
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Wood/Clad Light Commercial Products
Effective May 1, 2017